D7.4 – End User Workshop 3, *Best practices in Border Control Staff & training* - Summary

On 18 and 19 January 2017, CEIS organised an end user workshop entitled *"Smarter Border, Smarter Border Guards? – Digital Transformation in Border Control – The Impact on Border Guards' Work and Training"* within Atos premises in Madrid.

In addition to consortium members (CEIS, VTT, UIC, Atos, Thales), **18 European border management practitioners stemming from national authorities of 7 Member States attended this event**. The European Border and Coast Guard Agency - **Frontex**, the United States **Department of Homeland Security**, the **World Customs Organisation** and the **Eurosint Forum** were represented as well.

During this event two types of presentations were given: presentations of the key results of the BODEGA project by **VTT, CEIS and UIC** and presentations by end user organisations, which do not belong to the BODEGA consortium (**Frontex, the Department of Homeland Security and the Royal Dutch Maréchaussée**).

Each presentation led to thorough exchanges with the audience and allowed the consortium for gathering valuable inputs to inform the next steps of the research. Also, **two technology demonstrations** were organised during the coffee breaks: on the first day **Atos** presented a mobile device compatible with the upcoming EU Stronger and Smarter Border Legislation and on the second day **Thales** demonstrated a mobile device made for the capture of biometrics data.

Finally, a session was dedicated to get end users' comments in a structured manner – in particular regarding the impact of emerging technologies on the work and training of Border Guards through a questionnaire. A second questionnaire allowed the participants to provide their feedback on the content and organisation of the workshop. Their overall experience proved very positive considering that the average grade for **content** is **3,93 out of 5** and the organisation was rated **4,53 out of 5**.

In terms of results, the key discussed ideas could be summarised as follows:

- **Digital Transformation** is and will continue to impact the work (and training) of European Border Guards

- Digital Transformation goes beyond the use of new technology, it implies **new ways of working and thinking**

- **Humans remain at the core of border control**, some tasks cannot be completed by machines (behavioural analysis, detection of imposters)

- **Machines** are very useful to complete some tasks (documents authentification) and to parallelize the work, they nonetheless **have limitations**, which should be taken into account when deploying them - they cannot for instance detect if a traveller is using a fraudulently-obtained genuine document

- From a US perspective border management is **an integrated activity** combining intelligence, border control and behavioural analysis, and the **control starts way before the actual border crossing**

- **Mobile devices** are generally considered to bring **added-value** to the work of Border Guards, although some issues remain to be solved (faster devices, improved battery performance, devices able to withstand harsh conditions)

- Some **"out of the box" thinking** would be needed to imagine new ways of performing border control with new technologies (**e-passport, e-visa**)

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